

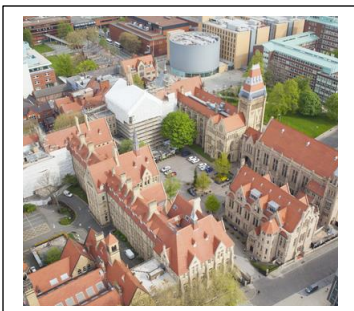
APRIL 2018

TLSO Bulletin

The Bulletin of the University of Manchester's Teaching and Learning Support Office

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Staffing news

Fiona Hallard will be joining the TLSO in April as Policy, Appeals and Complaints Coordinator.

Kevin Hewitt will be joining us as Teaching and Learning Adviser (Appeals and Complaints) in June, to cover Matthew Valentine's secondment.

Report to Senate on student complaints, academic appeals and misconduct cases, 2016/17

Summary of report:

The overall number of Faculty (or equivalent) cases across the different Regulations (682 in 2016/17) remains similar to that in 2015/16 (669) and represents a small proportion of the total student population. In relation to appeals there has been a rise in the total number being considered at Faculty level, specifically in the Faculty of Biology, Medicine and Health. The total number of complaints has remained at a similar level, but with a slight rise in dignity at work and study complaints from 8 in 2015/16 to 12 in 2016/17. The number of disciplinary cases has remained similar to 2015/16 but there has been a large decrease in cases of unauthorised material in examinations and the number of expulsions.

A notable rise can be seen in the number of OIA complaints, which have increased from 12 in 2015/16 to 38 in 2016/17. The majority of these complaints were found to be Not Justified.

The full report can be found at:

<http://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/reportstosenate/>

Ramadan and formal exams

The University acknowledges that at times there may be some overlap between periods of religious observance/celebrations and examinations. This year, Ramadan is scheduled to run from 16 May to 14 June and, as such, part of it will take place in the summer exam period, which runs from 16 May to 6 June 2018.

For those students who may be affected by this (or any future similar overlap), the University provides advice and guidance which can be found on the [Teaching and Learning Support Office \(TLSO\) website](#).

Given that it is known well in advance the approximate dates when Ramadan will take place, the University does not accept Ramadan as a mitigating circumstance in the context of examinations. Students who believed that Ramadan would cause them to miss an examination should have filled in the [Examination and Religious Observance Form](#) and returned it by 16 February 2018.

Notwithstanding the above, should you believe that you meet the grounds for mitigation as set out in the University's [Policy on Mitigating Circumstances](#), you can make a mitigating circumstances application to your School. Please refer to your Programme Handbook for detailed programme specific information about how mitigating circumstances may be addressed and follow the information therein on how to apply, using the specified procedures.

Information from other areas of the University: PG Certificate in Higher Education

- **Understand your role in higher education – and develop your career**

Applications are open for 2018/19 entry for the PG Cert in Higher Education. The course is aimed at academic staff and senior PSS colleagues at The University of Manchester.

Its aim is to help you think more critically about your contribution to the University, as well as to develop a better understanding of the sector-wide changes in the Higher Education landscape. The programme is coordinated through Manchester Institute of Education and delivered by colleagues from around the University. The programme is free to University of Manchester staff.

Full details and an online application form are available at:

- [PG Cert in HE](#)

The deadline for applications this year is **Wednesday 30th May**. Applicants will be advised about the outcome of applications by mid-June.



Information from other areas of the University: University of Manchester Image Competition 2018

As part of the [Postgraduate Summer Research Showcase](#), Faculty Teaching and Learning leads are asked to disseminate information about this year's image competition to PGT students within their areas:

“Capture research through your eyes and take part to win £150”

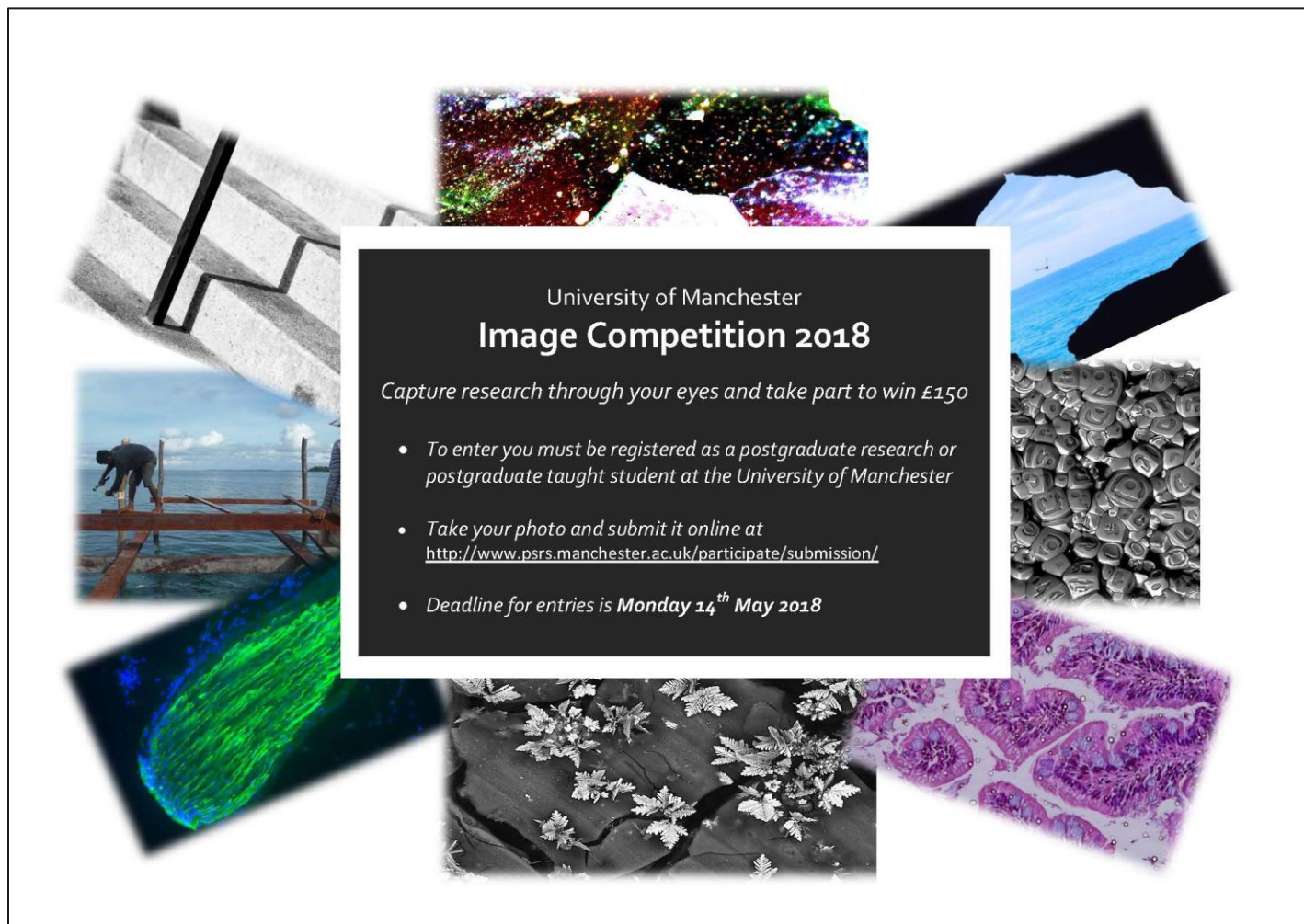
Further information is available at:

<http://www.psr.s.manchester.ac.uk/images/>

A poster is available to distribute to students at:

<http://www.staffnet.manchester.ac.uk/media/services/tlso/content/images/bulletins/Image-Competition-Poster-2018.pdf>

- To enter, students must be registered as postgraduate taught students at the University of Manchester. Entrants should take their photo and submit it online at <http://www.psr.s.manchester.ac.uk/participate/submission/>
- Deadline for entries is **Monday 14th May 2018**



University of Manchester
Image Competition 2018
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The Peer Support programme

- **Peer Support Presentation at the Annual Board of Governors Conference**

On Monday 20th March Marcia Ody - Teaching and Learning Manager and Lucy Rhodes - Student Engagement Graduate Intern along with three student representatives from Peer Support attended the Accountability and Planning Conference with the Universities Board of Governors. The students were all involved in Peer Support, two first years as recipients of current Peer Support and also a PASS Leader and along with the Graduate Intern, represented all three faculties of the University. The group did a short presentation for those who attended, showcasing, what Peer Support is, the roles within Peer Support, and the impact that it has on Students.



Photo left to right: Isobel (Mechanical Engineering first-year student), Lucy (Student Engagement Graduate Intern), Nancy Rothwell (President and Vice Chancellor of the University), Lauren (Pharmacy PASS Leader) and Vasileios (Maths and Finance first-year student)

The Board of Governors asked lots of questions and were very interested in hearing about the current University of Manchester experience from a student perspective. We are also honoured to have been mentioned in the Presidents message on the 22nd of March following the event; "Board members also met a lively group of very impressive students from our Manchester Access Programme and Peer Support groups led by Stephanie Lee and Marcia Ody." Nancy Rothwell's full message can be found [here](#).



Information from the Quality Assurance Agency (QAA)

- **Office for Students publishes new regulatory framework for HE in England**

The Office for Students (OfS) has published its new regulatory framework, which describes how it intends to perform its various functions, and provides guidance for registered higher education providers on the conditions of registration. For further information, please see [the QAA website](#).

- **QAA Good Practice Case Study Programme Spring 2018**

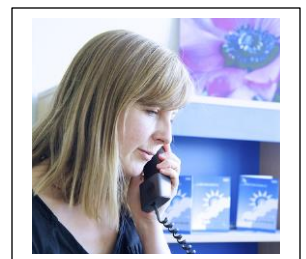
The QAA Good Practice Case Study programme is now a regular feature of the QAA's subscription services. It provides an opportunity for subscribing institutions to showcase good practice and innovative approaches to quality assurance and enhancement, to have good practice endorsed by expert peers and to share learning for the benefit of the student experience. For further information, please see [the QAA website](#).



Periodic and Institutional Reviews

This month's updated review schedule for internal programmes and collaborative provision for the next six years is available below:

- [Periodic and institutional review schedule](#)



Contact

If you are aware of other staff members who would like to be added to the TLSO Bulletin mailing list to receive future editions of the Bulletin, please contact Miriam Graham (email m.graham@manchester.ac.uk).

If you are from a Collaborative Partner and you are having difficulties accessing any of the linked documents or web pages, please also contact Miriam Graham (m.graham@manchester.ac.uk).